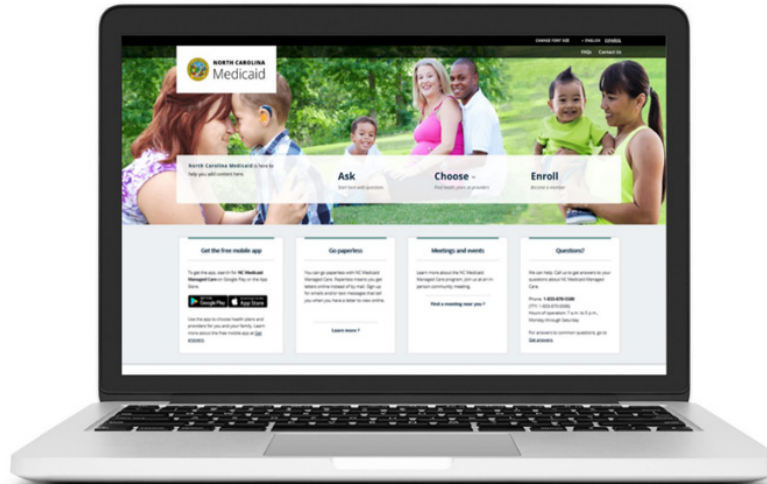


# HOW TO LOG IN AND USE THE WEBSITE



NC DEPARTMENT OF  
**HEALTH AND  
SERVICES**  
Division of Health Benefits



The NC Medicaid Managed Care website can help you manage your enrollment needs.

It is available in English and Spanish at [www.ncmedicaidplans.gov](http://www.ncmedicaidplans.gov).

**There are two parts to the website:**

- 1 The public website with general information
- 2 A secure web portal for enrollment


## PUBLIC WEBSITE

**Follow these steps:**

- 1 Open your web browser on your desktop computer, laptop computer or smart phone.
- 2 Type in [www.ncmedicaidplans.gov](http://www.ncmedicaidplans.gov).
- 3 To chat with a specialist, click on **Chat with Us** in the bottom right corner of the page. All chat sessions are secure.
- 4 From the home page or navigation at the top of the page, click on **Learn** for more information about NC Medicaid Managed Care. This page includes information about the new Medicaid program and what beneficiaries need to do. Use the menu on the right side of the page to go to a page with additional information:
  - Click on **Who must choose a health plan?** to read more about who must choose a health plan, may not have to choose a health plan and cannot choose a health plan.
  - Click on **Benefits and Services** to review a list of the basic benefits and services offered by the health plans.
  - Click on **Get Answers** to view a list of common questions and answers.

From the home page or the navigation at the top of the page, click on **Choose** to get information about how to find a PCP, how to choose a health plan, and how to enroll. From this page, click on **Tips for choosing a primary care provider (PCP)** or **Tips for choosing a health plan** in the text on the screen or in the navigation on the right side of the page.

[CHANGE TEXT SIZE](#) | [ENGLISH](#) | [ESPAÑOL](#)



**NCDHHS**  
NC Medicaid  
Division of Health Benefits

**Learn** ▾  
*Learn about NC Medicaid*

**Choose** ▾  
*Find health plans and providers*

**Enroll**  
*Join a health plan and choose a provider*

**Contacts and links**  
Get answers  
Words to know  
Member resources

[Home](#) | [Choose](#) | [Tips for choosing a primary care provider \(PCP\)](#)

## Tips for choosing a primary care provider (PCP)

If you want to keep the provider you have now as your PCP:

- Choose a health plan that your provider works with.
- Then choose your provider as your PCP.

If you want to choose a different PCP, here are some things to think about:

- Is there a doctor you already like?
- How far are you willing to travel to see a doctor?
- Do you need a PCP who speaks a certain language?

To find and compare PCPs, go to [Find a provider](#):

- To find a PCP you know by name, search by name.
- To find a PCP who can help you with your special health needs, or to find a specialist such as a pediatrician, search by provider type.
- To find a PCP near you, search by county, city or ZIP Code.
- To find a PCP who speaks a certain language, search by language spoken.

If you need help, call us at **1-833-870-5500** (TTY: 1-833-870-5588).

**CHOOSE**


Compare plans

Find a provider

**Tips for choosing a primary care provider (PCP)**

Tips for choosing a health plan

[CHANGE TEXT SIZE](#) | [ENGLISH](#) | [ESPAÑOL](#)



**NCDHHS**  
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**Learn** ▾  
*Learn about NC Medicaid*

**Choose** ▾  
*Find health plans and providers*

**Enroll**  
*Join a health plan and choose a provider*

**Contacts and links**  
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[Home](#) | [Choose](#) | [Tips for choosing a health plan](#)

## Tips for choosing a health plan

If you are joining a health plan for the first time (you do not have a health plan now):

- Be sure the plan you want is offered in your county.
- If you want to use a certain doctor, make sure the doctor is in the plan's network.
- As a member of a health plan, you can use only providers in the plan's network.
- All plans offer the same basic benefits and services. A plan may offer added services like newborn services or eye exams. To compare added services, go to [Compare plans](#).

If you want to keep the health plan shown in your enrollment letter, you don't have to do anything.

If you want to choose a different health plan, here are some things to think about:

- You can change your plan up to 90 days after the date on your enrollment letter.
- After 90 days, you cannot change your health plan unless you have a special reason.
- You can change your health plan at any time for these reasons:
  - You moved out of your health plan's area.
  - You need a service that your health plan does not cover for moral or religious reasons.
  - Your health plan says you need multiple services they cannot provide, and your provider says you need services right away.

To learn more about Medicaid benefits and coverage, contact the plan. You can find plan contact information at [Contacts and links](#).

If you need help, call us at **1-833-870-5500** (TTY: 1-833-870-5588).

**CHOOSE**

Compare plans

Find a provider

Tips for choosing a primary care provider (PCP)

**Tips for choosing a health plan**

Click on **Compare Plans** in the navigation on the right side of the page to select a county from the drop-down menu and view the plans available.

From the home page or navigation at the top of the page, click **Enroll**. This page will show the ways you can choose a health plan and primary care provider (PCP). If you choose to enroll online, click **Get Started >** in the box labeled **Online**. Once clicking **Get Started**, you will be taken to the secure web portal.

The screenshot shows the 'Compare plans' page of the NCDHHS NC Medicaid website. The header includes the NCDHHS logo and navigation links: 'Learn', 'Choose', 'Enroll', and 'Contacts and links'. The main content area has a dark blue banner with the title 'Compare plans'. Below the banner, there is a section titled 'Compare health plans below to choose the best plan for you and your family.' followed by 'To compare plans:' and a list of steps: '1. Select your county', '2. Read and compare your choices', and '3. Choose the best plan for you'. A form labeled 'Choose your county:' has a dropdown menu showing 'Wake Forest' and a 'Go' button. At the bottom, there is a note about the same basic Medicaid benefits and services across all plans, with links to a 'Health plan comparison chart' and 'Benefits and services'.

## SECURE WEB PORTAL

The secure web portal is only accessible if you create an account and have a valid NCID login. If you do not have an NCID, go to [ncid.nc.gov](https://ncid.nc.gov) to obtain one. If you already have an NCID, you will not need a new one. You will see the **Log in to your account** page to register.

Once logged-in, you can view your information, manage your online account, get help choosing a health plan or PCP and enroll in a health plan.

The screenshot shows the 'Log in to your account' registration form. The form is titled 'Log in to your account' and has a 'Register' section. It states: 'You must register to log in to your account. To register, fill in the information below.' The form includes fields for 'Name' (first and last name), 'Date of birth' (mm/dd/yyyy), and 'Login using my:' (radio buttons for 'Last 4 digits of Social Security Number' and 'Medicaid ID'). Below the login options, there is a field for 'Last four digits of Social Security Number (SSN)' with a 'Show' link. A 'Submit' button is at the bottom.

You will first see the **Member Dashboard**, which shows all family members. From this page, click **Make Changes** to search for and select a PCP or health plan.

The screenshot shows the 'Member dashboard' with a dark blue header. In the top right corner, there are links for 'View letters' and 'Log out'. The main content area has a welcome message: 'Welcome! Here you can choose or change your health plan. You can also choose or change your provider. If you want to choose the same health plan and provider for multiple people, go to [Enroll multiple people](#).' Below this, there are three cards for family members. The first two cards, for Harris Jackson Benson (38 years old) and Amanda Ann Benson (44 years old), have a 'May make changes' header and a 'Make changes' button. Each card also includes a link to 'View enrollment & case information' and a link to 'Complete health assessment'. The third card, for Thomas Smith Benson (18 years old), has a 'No action required' header and a message stating 'You are not eligible for any programs. Please contact MAXIMUS with any questions.' At the bottom of the dashboard is a button labeled 'Enroll multiple people'.

Once clicking **Make Changes**, the **Provider Search Tool** will walk you through steps to find a PCP that is best for you.

You can filter the search results based on Provider Specialty, for example; Pediatrics, Family Medicine, General Practice, etc., Provider Last Name, Languages, Gender, Plan Participation, which means the health plans the provider works with, and Location. The provider's network status will be listed based on the plan details you used as your search criteria. You can also compare different plan benefits.

The screenshot shows the 'Choose a primary care provider (PCP)' screen. The header has a 'Back' button and links for 'View letters' and 'Log out'. A message states: 'Make sure your provider and health plan work with each other. You do not have to choose a PCP. You may [skip this step](#).' The main area is divided into two sections. On the left, the 'Search by location' section includes radio buttons for 'City', 'ZIP Code', and 'County'. Below this, there are input fields for 'Located within' (with a dropdown set to '5 miles of') and 'City'. The 'Select a provider specialty (Optional)' section has a dropdown menu. The 'Provider last name or clinic name (Optional)' section has an input field. A 'Find providers' button is at the bottom of this section. On the right, the 'Your enrollment choices' section has a 'Start over' link and three items: 'Member' (EMILY S HAYES), 'Health plan' (Choose a health plan with a 'Select' link), and 'Primary care provider (PCP)' (Choose a PCP with a 'Select' link). A heart icon is in the bottom right corner.

Once search criteria has been entered and you conduct the search, all providers who meet the search criteria will be displayed on a screen like this:

[illegible]

You can click the **Choose this provider** button next to the PCP you want to select from the results.

Back

Choose a primary care provider (PCP)

View letters

Log out

Make sure your provider and health plan work with each other.  
You do not have to choose a PCP. You may [skip this step](#).

City

ZIP Code

County

Located within

City

5 miles of

Charlotte

Go

Filter by

Displaying 50 of 336 results

View on map

KIRSTEN E ALBRECHT

[More details](#)  
[Office hours - 1](#)

114 S TRYON ST  
CHARLOTTE, NC 28202  
[Driving directions](#)

Phone: (704) 943-9449

Plans accepted: UnitedHealthcare Community Plan

Specialty: Optometrist

Choose this provider

KELLY LYNN VIRNIG

[More details](#)  
[Office hours - 1](#)

114 S TRYON ST  
CHARLOTTE, NC 28202  
[Driving directions](#)

Phone: (704) 943-5115

Plans accepted: NC Medicaid Direct, UnitedHealthcare Community Plan

Specialty: Optometrist

Choose this provider

Your enrollment choices

[Start over](#)

Member

EMILY S HAYES

Health plan

Choose a health plan

[Select](#)

Primary care provider (PCP)

Choose a PCP

[Select](#)

You will then be taken to a screen showing your enrollment choice. To enroll, click the button **Save & Continue**.

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NCDHHS  
NC Medicaid  
Division of Health Benefits

Learn Learn about NC Medicaid Managed Care

Choose Find primary care providers and compare health plans

Enroll  
Choose a primary care provider and join a health plan

Contacts and links  
Get answers  
Words to know  
Member resources

Back

Choose a primary care provider (PCP)

View letters Log out

You chose SANGEETA SAWHNEY. To enroll, select Save & continue.

SANGEETA SAWHNEY has been added to your enrollment choices.  
To enroll, select "Save & continue."

**Save & continue**

[Choose a different PCP](#)

**Your enrollment choices** [Start over](#)

Member  
MADDY BOND

Health plan  
HealthyBlue [Change](#)

Primary care provider (PCP)  
SANGEETA SAWHNEY [Change](#)

Next, you will see the **Choose a health plan** screen. Here, you will see the plans available to you. This includes your eligibility determination and category, prior health plan enrollment, prior PCP and applicable region. The health plan selection tool uses a Provider Directory to determine provider-plan relationships so you see up-to-date information on provider availability.

To help you select a health plan, the system allows you to select and compare up to three health plans side by side. This lets you compare details such as copays, information on what services the plan covers, and the plan's website and telephone number if you have more detailed coverage questions.

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Learn Learn about NC Medicaid Managed Care

Choose Find providers and health plans

Enroll  
Choose a provider and join a health plan

Contacts and links  
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Back

Choose a health plan

View letters Log out

Choose a health plan. To compare health plans, go to [Compare Plans](#). Or, you can choose a health plan now by selecting "Choose this plan."

4 health plans available to you

AmeriHealth Caritas **Choose this plan**

HealthyBlue **Choose this plan**

UnitedHealthcare Community Plan **Choose this plan**

WellCare **Choose this plan**

**Your enrollment choices** [Start over](#)

Member  
EMILY S HAYES

Health plan  
Choose a health plan [Select](#)

Primary care provider (PCP)  
Choose a PCP [Select](#)



After clicking **Choose this plan** by the plan you wish to select, you will be taken to a screen showing your enrollment choice. To enroll, click the button **Save & continue**.

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**Choose** ▾  
Find primary care providers and compare health plans

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Contacts and links  
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[Back](#) **Choose a health plan** [View letters](#) [Log out](#)

You chose HealthyBlue. To enroll, select Save & continue.

  
**HealthyBlue** has been added to your enrollment choices.  
To enroll, select "Save & continue."

[Save & continue](#)  
[Choose a different health plan](#)

**Your enrollment choices** [Start over](#)

-  **Member**  
MADDY BOND
-  **Health plan**  
HealthyBlue [Change](#)
-  **Primary care provider (PCP)**  
Choose a PCP [Select](#)

Once all selections match your preferences, click **Enroll multiple people** to submit enrollment selections for your household.